



BTES NEWS

Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

Spring 2022 - For customers of Bristol Tennessee Essential Services

BTES AND TVA HELP FEED THE HUNGRY IN OUR COMMUNITY

Bristol Tennessee Essential Services (BTES) partnered with the Tennessee Valley Authority (TVA) and donated funds to the Second Harvest Food Bank of Northeast Tennessee to help the local community during the pandemic.

"Throughout the COVID-19 pandemic, Second Harvest Food Bank continued its mission to feed the people of Northeast Tennessee," said Rhonda Chafin, Executive Director of Second Harvest Food Bank of Northeast Tennessee. "We have seen unprecedented need going from feeding on average 40,000 people per month to well over 45,000 each month during the pandemic."

Every \$1 donated to Second Harvest provides four hearty meals to the community. With this donation, BTES and TVA provided 280,000 meals to our local area!

Chafin continued, "In fiscal year 2021, the food bank provided 16.6 million meals (13.8 million pounds of food) to people in need in our eight-county region. The need is great and this donation from BTES and TVA is going to go far in helping us feed our hungry neighbors."

In response to the global Covid-19 pandemic, TVA began administering the Community Care Fund in April 2020, which provides matching grant funds to support and partner with LPCs, to meet needs in their communities. This is the third time BTES has applied for and received grant money through the TVA Community Care Fund.

"During the first round of funds available through the TVA Community Care Fund, with donations from our community, BTES, and TVA, over \$42,000 was donated to the United Way of Bristol to go directly to the Help



TVA's Community Relations Manager Mary Ellen Miller, BTES' CEO Mike Browder, and Second Harvest Food Bank of Northeast TN's Executive Director Rhonda Chafin discuss our community's need for food.

Your Neighbor Program," explained Dr. Mike Browder, CEO of BTES. "For the past 30 years, the Help Your Neighbor Program has been helping customers in need pay their electric bills."

During the second round of funds, BTES partnered with the Rotary Club of Bristol VA/TN and received funds to help with the build out of fiber services to the BTES electric customers that are located in Virginia to further educational opportunities and promote economic development in our community.

"In the spirit of public power, we are honored to partner with local power companies to address the unprecedented challenges facing those we serve," said Jeannette Mills, TVA executive vice president and chief external relations officer. "TVA has a mission of service to make life better for the people of the Valley, and providing these funds to address immediate needs is one way we can help ease the burdens on families and communities."

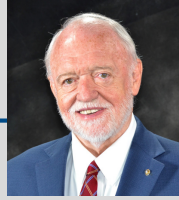
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BENEFITS TO OUR CUSTOMERS AND EMPLOYEES



In recent months I have been asked about things that stand out to me during my career at BTES. The things that stand out to me the most benefit our customers and employees. Areas like safety, reliability, and financial considerations always weave into the story in some way. For example...

When Steve Johnson began working towards developing the Pinnacle, he talked with me about his plans and the electrical needs for the project. It was big and sounded good if it could be carried out. To me, that was a big **IF**. I asked him for his plans so we could make our engineering proposal to provide electric service. He provided us with his plans and our Engineering Department did a study on how we could serve all the businesses in the future Pinnacle Development.

Steve looked at the drawing BTES provided and said, "I don't want any overhead lines in the middle of Pinnacle Parkway."

I understood his plain talk! I told him that we would come up with a different plan and get back with him. He said again that he didn't want any overhead lines down the center of Pinnacle Parkway.

We gathered most of our engineering employees, line crew foremen, substation staff, and other supervisors to determine how we could reliably provide services while having an underground system (and no overhead lines down the center of Pinnacle Parkway). We began looking at systems that, if an outage occurred, would automate some outage restorations and quickly isolate incidents to small areas instead of having a larger area without service. Our team began reviewing the best automated systems available to us. We researched the best systems, top equipment, installation processes, and reasonable costs. We had several meetings to evaluate the best automated systems.

This process was very similar to the one we went through when we first researched getting into the fiber business. For that project, our staff and board researched for a number of years even before the Bristol Tennessee City Council asked us to review going into the cable business. We completed the review and requested the board approve the project. They did and recommended to the city council that they approve it along with a BTES bond issue to pay for a portion of the fiber system. The electric system would own anything it would use and rent to the broadband business unit any part it would need. Having this fiber system in place and following our best practices helped us expedite the automation project.

Our group's evaluation showed that over the previous 25+ years, we had built everything we would need into our system to be able to automate it. All we would need would be the automation devices. We knew having automation on our system would add to the reliability we had already acquired. We selected a system and a vendor that we already had good experience with.

Steve agreed to pay the additional cost for the underground system at the Pinnacle. We got approvals, issued bonds, ordered equipment, and installed the new equipment. To be able to automate our entire system, we modified several of our substations. We eventually installed over 100 automated switches throughout our system called IntelliRupters. Last year, our outage time was less than half of what it would have been without the automation.

Steve Johnson was making a speech four years later to BTES' employees, "Mike said we would have outages and it would take much longer to restore services if the main circuit was underground. We haven't had any outages."

I held up four fingers and said, "You have had four." He looked puzzled and said, "I don't remember any." I then told him that each outage time was less than 36 seconds. And, I explained that it would have been hours of outage time without the automated system. He smiled. It has been a very successful project.

Good luck,



BTES News

Owned and published by BTES, serving more than 34,000 electric customers and over 19,000 fiber customers.

Dr. R. Michael Browder
Chief Executive Officer

Address changes, news items and suggestions should be sent to:
PO Box 549, Bristol, TN 37621

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Our Mission

To provide service to our customers, employees and community that exceeds their expectations

Our Vision

To be the best electric, Internet, telephone and cable television provider for the benefit of our customers.

WORK CONTINUES ON NEW DELIVERY POINT SUBSTATION

Crews continue to work along Highway 394 in Bristol Tennessee to build a new delivery point substation. The substation is located near the Bristol Business Park and Partnership Park II.

BTES CEO Dr. Mike Browder said, "We plan for projects many years in advance, and this is one of those projects. Our employees determined that additional power supply facilities will be necessary in the very near future to maintain the availability, reliability, and resiliency of electric power for the customers in our service area. We researched the growth of our service area and worked closely with the Tennessee Valley Authority to determine the best location for this delivery point substation."

BTES is primarily served by two 161 kV delivery points – one located in Bluff City and the other located in Blountville.

"There is significant interest in bringing new industries to Bristol Tennessee at the Bristol Business Park, Partnership Park II, and other sites within the BTES service area," Browder continued. "For economic



development activities to continue and take root, it is necessary to have a power delivery system that can meet the need for development."

As part of the project, TVA will build just over 14 miles of new transmission power lines in the Bristol area.

"As the Bristol area continues to grow, TVA and BTES are partnering to make sure low-cost, reliable power is there to meet the demand," said Aaron Melda, SVP for TVA's Transmission and Power Supply group. "We see the growth in this area and are working together to meet the future need."

CHECKOUT



WWW.BTES.NET/CHECKOUT

Pay your BTES bill at participating retailers!



Walmart – Available at Service Desk or Money Center



CORNELIUS NAMED TO 2021 TRI-CITIES 40 UNDER FORTY CLASS



Cody Cornelius (center) receives his award from William Derby (L), publisher of The Business Journal of Tri-Cities, and Mike Browder (R), CEO of BTES.

BTES extends our congratulations to Cody Cornelius, video production specialist, who was recently named to the Tri-Cities 40 under Forty class. Each year, nominees are solicited by The Business Journal of Tri-Cities Tennessee/Virginia for the 40 Under Forty program. Nominees are judged on their business success and achievements as active members of the community.

Cody began his career at BTES in 2018 after graduating Cum Laude with Athletic Honors (football) from East Tennessee State University with a Bachelor of Science degree in Digital Media. He is responsible for many aspects of the BTES television station – BTES Power 7. He is responsible for three regularly airing television shows and helps lead our largest production, "Gridiron Gameday,"

which broadcasts local high school football games live. Cody is proficient in every position of the production trailer including technical director, graphics, replay, and camera shading. He is responsible for the BTES Employee Highlight Campaign and has exclusively produced over 15 videos highlighting our employees. He has produced numerous commercials and educational videos to help promote BTES.

Cody is a LEAD Bristol graduate, a member of the Rotary Club of Tri-Cities, and serves on the Board of Directors for the Bristol Regional Speech and Hearing Center. He has been actively involved with projects for the Mendota Trail Foundation, Isaiah 117 House, Kingsport Miracle Field, Second Harvest Food Bank of Northeast Tennessee, South Holston Lake Cleanup, the United Way of Bristol, Celebration Church, and the Northeast Tennessee Special Olympics.

Cody joins several other BTES employees who have been honored with the 40 under Forty award. These include Cole Morgan (2019), working foreman of transmission and distribution; Jessica Waterman (2018), systems analyst supervisor; Diane Smith (2014), supervisor of customer service; Heather Jenkins (2013), senior accountant; Cody Johnson (2013), supervisor of technical operations and purchasing; Leslie Blevins (2012), public relations and communications manager; Clayton Dowell (2011), director of engineering; Tara Ellis (2010), director of management services; Michael Parker (2010), supervisor of networks; and April Eads (2003), business development manager.



MOVING?

Apply for your BTES' services online!

WWW.BTES.NET



WAYS TO MANAGE YOUR ACCOUNT



AAM

The Automated Account Manager (AAM) is available 24/7 at 423-968-1526. You can hear bill details as well as make payments and payment arrangements.

CUSTOMER PORTAL

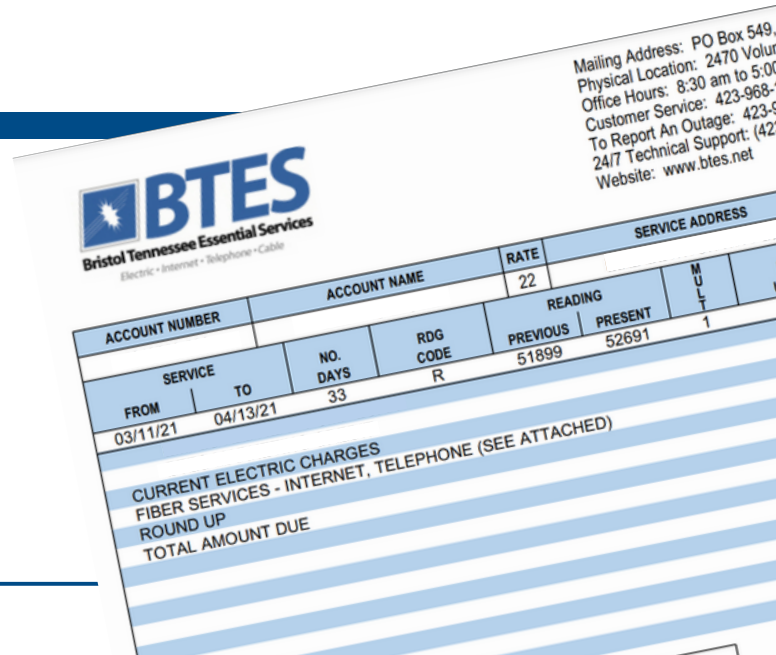
Login to the Customer Portal at www.btes.net to view your bill, bill history, make payments, and much more!

MOBILE APP

Download the BTES Mobile App on your mobile device to take your account with you wherever you go!

OTHER PROGRAMS FOR YOUR BTES ACCOUNT

- BANK DRAFT
- BILL ALERTS
- E-BILL
- LEVELIZED MONTHLY BILLING
- ROUND UP
- PREPAY



Mailing Address: PO Box 549
Physical Location: 2470 Volun
Office Hours: 8:30 am to 5:00
Customer Service: 423-968-
To Report An Outage: 423-
24/7 Technical Support: (423-
Website: www.btes.net

ACCOUNT NUMBER		ACCOUNT NAME		RATE	SERVICE ADDRESS	
FROM	TO	NO. DAYS	RDG CODE	PREVIOUS	PRESENT	MULT
03/11/21	04/13/21	33	R	51899	52691	1
CURRENT ELECTRIC CHARGES						
FIBER SERVICES - INTERNET, TELEPHONE (SEE ATTACHED)						
ROUND UP						
TOTAL AMOUNT DUE						

DINNER DISCUSSIONS WITH KIDS

What is your best memory
this school year?

Who is your hero? Why?

If you could travel
anywhere in the world,
where would you go?

Who is the kindest person
you know? Why?

If you were an animal,
what would you be and
why?

What three words best
describe you?

What's the best
compliment you have
ever received?

Do you know someone
going through a hard
time? How can you help
them?

What makes you happy?

What does it mean to be
successful?

What is your favorite part
of the day?

How would you describe
your family?

The Lighter Side

How should you tell someone
their milk is expiring?

With a spoiler alert!

Favorite Recipes

Creamy Broccoli Mac & Cheese

3 cups broccoli florets	2 cloves garlic, minced
1 shallot, minced	1 tsp Dijon mustard
8 oz pasta shells	2 tbsp all purpose flour
2 tbsp unsalted butter	6 oz cheddar cheese, grated
1 cup half and half	1 1/3 cups whole milk
Salt and pepper to taste	

In a large pot of boiling salted water, cook pasta according to package instructions; drain well. Melt butter in a large skillet over medium high heat. Add garlic and shallot, and cook, stirring frequently, until fragrant, about 2 minutes. Whisk in flour until lightly browned, about 1 minute. Gradually whisk in milk, half and half and Dijon until slightly thickened, about 3-4 minutes. If the mixture is too thick, add more milk as needed; season with salt and pepper, to taste. Stir in pasta, broccoli and cheese until well combined, about 3-4 minutes. Serve immediately.

One Pot Spaghetti Carbonara

4 slices of bacon	1 small yellow onion, diced
3 1/2 cups chicken broth	1/2 cup grated Parmesan
8 oz uncooked spaghetti	1 cup frozen peas, thawed
1 can condensed cream of chicken soup	

Cook bacon in a 6-quart sauce pot or Dutch oven over medium-high heat until the bacon is crisp. Remove the bacon and drain on paper towels. Pour off all but 1 tbsp of drippings. Add the onion to the pot and stir for 1 minute. Stir in the soup, broth, and cheese and heat to a boil. Stir in the uncooked spaghetti. Reduce the heat to medium-low and cook for 10 minutes or until the spaghetti is tender and the soup mixture is thickened, stirring occasionally. Stir in the peas. Add crumbled bacon. Season with salt and pepper. Sprinkle with additional cheese just before serving.

PREPAY OFFERS PAYMENT FLEXIBILITY

BTES' PrePay option has a lot of advantages including payment flexibility which allows for multiple smaller payments each month. With this payment option, a deposit or credit check is not required and there are no reconnection fees! There are multiple convenient payment locations both in our service area and throughout the country.

How is PrePay different than standard billing?

With standard billing, we read your meter to see how much power was used in the prior billing cycle. Then, we bill your account for your energy usage. Any Internet, telephone, or cable services are billed a month in advance. Customers then pay the account balance. Long story short: standard billing customers receive a bill with a due date for their services every month, and THEN pay their balance.

PrePay works differently:

Much like putting gas in your car to drive until you run out or refill, you put money into your BTES PrePay account creating a credit balance that pays for your usage and services until you 'run out' or 'refill'. With PrePay, BTES reads your meter every day and calculates your usage. This usage includes how much power you used the prior day plus a pro-rated charge for one day of any other services and charges.

Instead of getting a bill every month like our standard billing customers, every day PrePay customers receive a balance and usage alert by text or email to let them know how much was deducted for the previous day, and also lets them know the current balance of their PrePay account.

What happens when the PrePay account runs out and gets to zero?

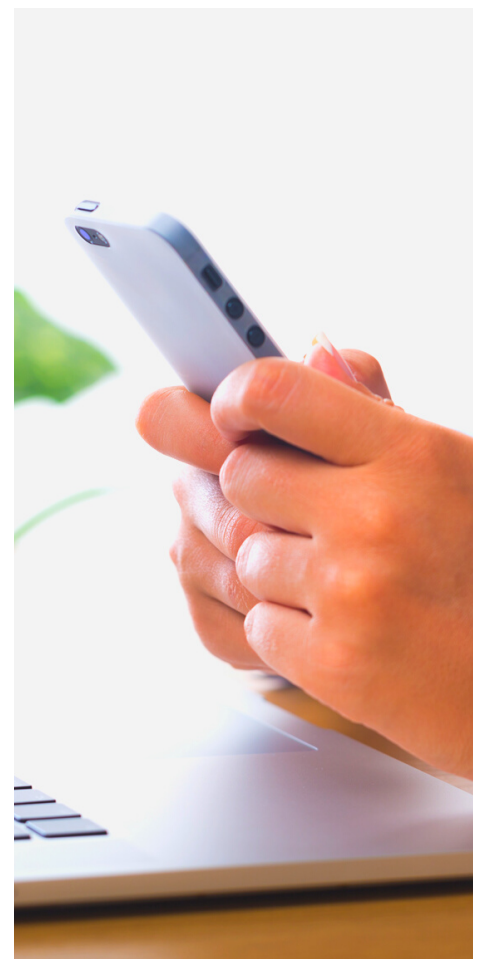
Sticking with the car analogy, when your gas runs out of gas, the car stops driving. When you run out of credit on your PrePay account, you'll receive a notification via text and/or email (depending on how your account is signed up to receive alerts) that your services are pending automatic disconnection (unless you add funds to your account). If you do not add funds to your account, your services will be automatically turned off at 10am, no matter the day of the year. After service is turned off, once you pay enough to have a credit balance of \$50, services will be automatically reconnected.

If you are interested in PrePay, give us a call at 423-968-1526 to discuss your account with a customer service representative or visit btes.net/prepay for more information.

PrePay

BENEFITS & FEATURES

- Payment flexibility, including the ability to make multiple smaller payments each month
- No deposit or credit check
- No reconnect fees
- Low-balance alerts
- Online and mobile account management, including the ability to monitor your daily usage
- Convenient payment locations





Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

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Permit 72
Bristol, TN



YOUR COMMENTS ARE IMPORTANT

Please list the articles you found most interesting in this issue of BTES News, then clip out this form and mail it to the address below. (Spring 2022)

1. _____

2. _____

3. _____

Other comments, story ideas or questions:

Please return to:
BTES News, PO Box 549, Bristol, TN 37621

Name and address (optional)

Do we have your current phone number?

To ensure you can quickly report an outage and easily manage your BTES account, please verify that the phone number listed on your next BTES bill is correct.